



KMRE Group Complaints Policy

Outline

Set out below is the KMRE Group Equality and Diversity Policy, which applies to tenants and members of staff alike. The Equality and Diversity Statement can be found on our website and a copy is available upon request.

Why KMRE Group are Committed to Equality and Diversity

The rationale for KMRE Group's commitment to equality and diversity includes:

- an understanding of the importance of opening our accommodation up to all nationalities, gender identities and sexualities.
- the awareness that, in addition to being illegal and immoral, discrimination is also wasteful;
- the recognition of the negative impact on individuals of the effects of discrimination in terms of self-fulfillment and self-esteem.

Equality and Diversity Statement

KMRE Group are proud to have our accommodation as a multi-cultural community. We value diversity, and are determined to ensure:

- that we treat all individuals fairly, with dignity and respect;
- that the accommodation that we provide are open to all;
- that we provide a safe, supportive and welcoming environment – for staff, for tenants and for visitors.

Discrimination

KMRE Group will not tolerate discrimination against individuals on the basis of gender identity, race, colour or ethnic or national origin, religion or equivalent belief system, disability, sexual orientation, social class, age and marital/civil partnership status.

Status of the Policy

This policy forms part of the formal agreement between residents, property owners, customers, members of staff and KMRE Group representatives. All members of KMRE Group's staff are especially mindful of the policy as any failure to comply could result in disciplinary proceedings. All visitors, together with those contracted to work at our accommodation or for KMRE Group, will be expected to comply with this policy.